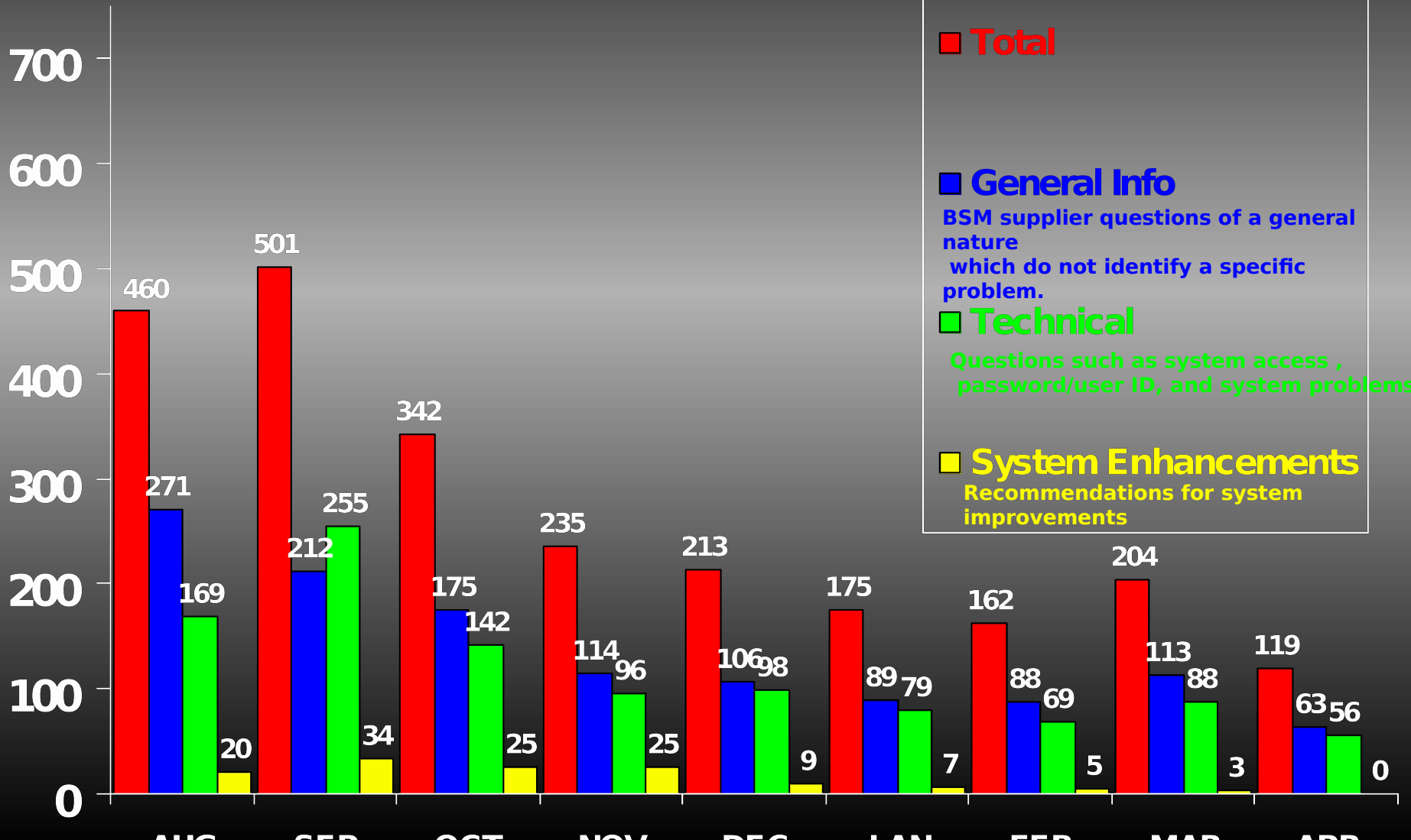




SRweb RELATED CONTACTS

As of 11 APRIL 03



■ Total

■ General Info

BSM supplier questions of a general nature which do not identify a specific problem.

■ Technical

Questions such as system access, password/user ID, and system problems

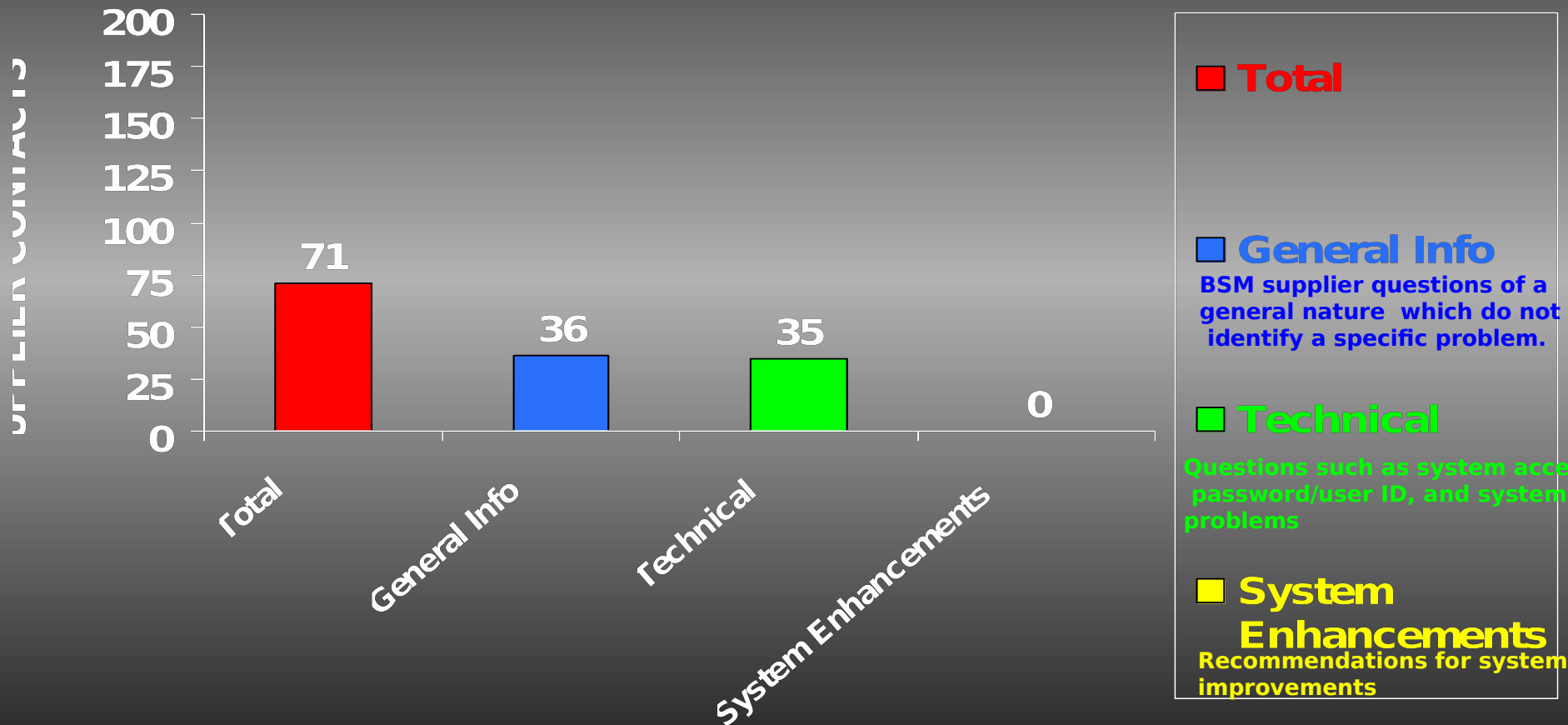
■ System Enhancements

Recommendations for system improvements



SRweb RELATED CONTACTS

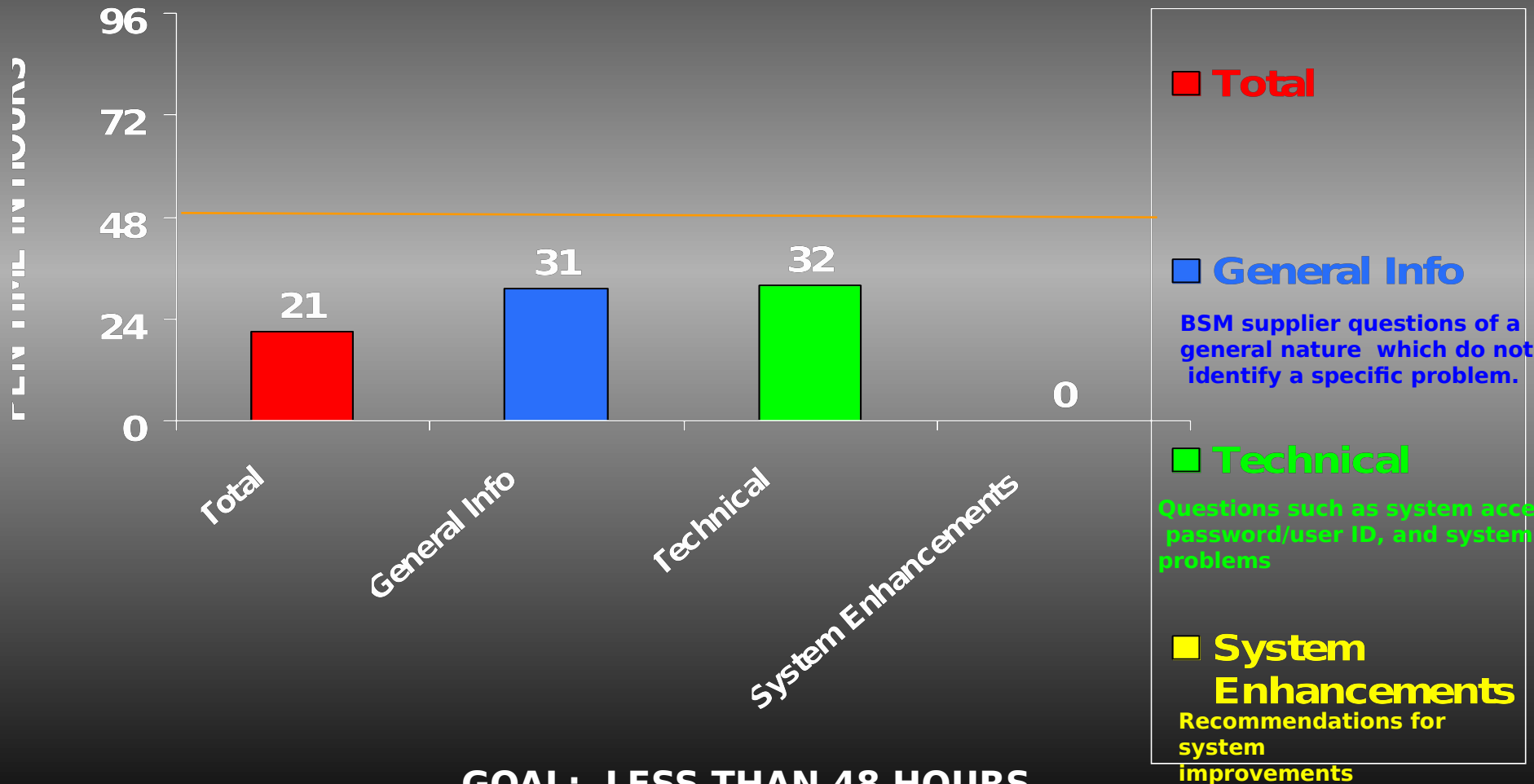
WEEK OF 04-10 APR 03





SRweb ISSUES

Average Resolution Time
WEEK 04-10 APR 03

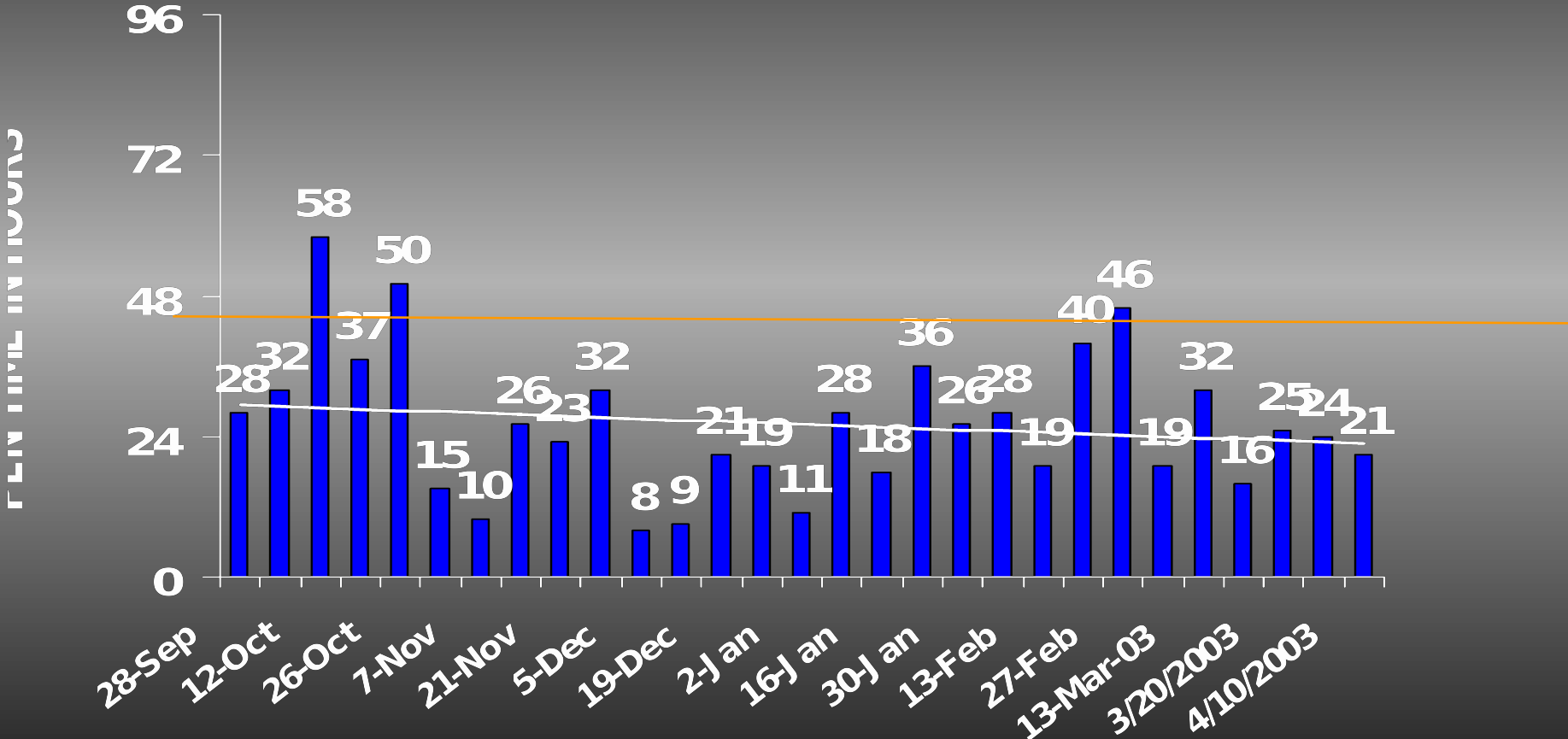


GOAL: LESS THAN 48 HOURS



SRweb ISSUES

Average Resolution Time (Trend)



GOAL: LESS THAN 48 HOURS